



## Key facts



Prices will fall for most customers with services improving in some key areas.

We approved revenue of \$440 million over the four-year period starting 1 July 2020. This is around \$65 million lower than we approved for the previous four year period.



Six gravity irrigation districts will have a common delivery charge.

This reflects that costs in each district are increasingly similar and allows for administrative savings.



Storage fees for all retail water customers will be based on a systems wide approach.

Previously, non-water users were charged a 'basin' specific price, and water users were charged the 'system' price. This change reflects the common service they receive.

## We made a decision on Goulburn-Murray Water's maximum prices

In June 2020 the Essential Services Commission released its final decision on Goulburn-Murray Water's price submission. The final decision completed our review of Goulburn-Murray Water's maximum prices for 2020-2021 and allowable revenue that Goulburn Murray Water may charge over the four-year period from 1 July 2020 to 30 June 2024.

As part of this process, Goulburn-Murray Water sent us submissions on its proposed prices and services. We assessed proposals against Commonwealth and State rules. We sought feedback from customers at multiple points throughout the review process.

## Supporting information or to contact us

Want more information? Visit [www.esc.vic.gov.au/waterpricereview](http://www.esc.vic.gov.au/waterpricereview). [Want to contact us? View our contact detail at https://www.esc.vic.gov.au/contact-us](http://www.esc.vic.gov.au/contact-us). Follow us on LinkedIn and Twitter,



## What are the changes to prices and tariffs?

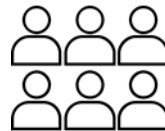
- Lower uniform gravity irrigation delivery fees across the GMID.
- All retail water share owners to be paid the same storage fees based on a two-system pricing.
- Service fee to be replaced by customer service fee and water register fee from 2021.
- Torrumbarry Natural Carriers Rebate to be phased out over 3 years.
- Unregulated surface water licence holders to be charged resource management fee over four years.
- Various changes in service point fees in order to reflect the level of service across different customer groups

## How much revenue is required from 2020 to 2024?\*



Our final decision for Goulburn-Murray Water allows operating expenditure of **\$337 million** and gross capital expenditure of **\$96 million** to provide their services to customers over the next four years. To fund this, Goulburn-Murray Water requires **\$440 million in revenue**, a **decrease** of 13 per cent or \$65 million compared to the required revenue during 2016 to 2020.

\*The numbers in this section are in 2019-20 dollars.

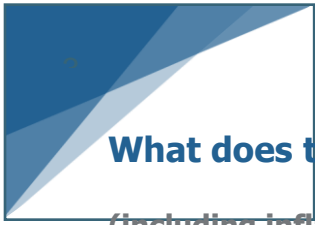


## What are the outcomes for customers?

Goulburn-Murray Water has committed to greater transparency in both the operations of the business and in its pricing, which are among the outcomes it engaged on with customers as it prepared for the price submission.

We approved Goulburn-Murray Water revised standards for licensing, customer service, water delivery and complaints management on the basis that changes were developed in consultation with customers. Key improvements include:

- committing to resolve customer queries at the first call, and to the satisfaction of the customer
- increasing reliability of water delivery to gravity irrigation customers (targeting 95 per cent)
- improving reliability to pumped irrigation districts compared to current levels (supply interruptions during summer months not more than eight hours)
- timely communication to diversion customers about restrictions on unregulated streams compared to current levels (within 24 hours).



## What does this mean for the typical bill from 1 July 2020?\*

(including inflation)



		Small	Medium	Large
<b>Pumped irrigation</b>	Woorinen	-2%	-1%	-3%
	Nyah	-3%	-4%	-4%
	Tresco	-2%	-5%	-5%
<b>Gravity irrigation</b>	Shepparton	-9%	-29%	-30%
	Central Goulburn	2%	-10%	-11%
	Rochester	2%	-10%	-11%
	Loddon Valley	2%	-9%	-10%
	Murray Valley	0.7%	-11%	-12%
	Torrumbarry	0.7%	-12%	-13%
<b>Water districts (Domestic and Stock)</b>	Normanville		-5%	
	Tungamah		-9%	
	East Loddon (South)		-27%	
	West Loddon		-0.5%	
<b>Diversions</b>	Groundwater	-16%	-13%	-14%
	Shepparton Groundwater	-10%	-10%	-10%
	Surface Water Regulated (Goulburn ESF)	0.5%	-6%	-8%
	Surface Water Regulated (Murray ESF)	-0.1%	-11%	-14%
	Surface Water Unregulated	-15%	-10%	-11%

\*The bills are based on typical customer attributes used by Goulburn-Murray Water in its price simulators.



## What are the major works that will go on around you?

(\$ million before inflation)



Project	Detail	Total
Mitiamo pipeline	This project will replace an existing open Stock and Domestic channel network near the townships of Mitiamo, Tennyson and Dingee. The pipeline will connect more than 180 customers to a new pipeline and pumping station.	<b>4.4 (with government contribution of the remaining funding)</b>
Cohuna Weir Fishladder	This project will remove barriers to fish passage, fulfilling a requirement from the Catchment Management Authority and expectations of the local community. At the same time the Government funded Koondrook Weir Fishway will also be completed to minimise disruption to aquatic life and irrigators.	<b>2.8</b>